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Kain: So if I was just to reflect back what it is that I've heard, the last week or so you feel like you've made quite a bit of progress in work.

Karen: Yeah.

Kain: But you've identified a bit of a gap, and this is that you sometimes have a habit of reacting towards the workload rather than responding to it, which means that sometimes you can end up feeling a little bit...is overwhelmed the right word?

Karen: Overwhelmed is the right word, yeah.

Kain: Overwhelmed is the right word. I'm wondering if we could just discuss this, see where it goes, see if I can help you to understand this a little bit more than what you currently do, is that okay?

Karen: Yeah, definitely.

Kain: Fantastic. So give me context, give me an example.

Karen: Okay. So if there's quite a lot of things in my workload, like it's quite big, like I'll focus in on doing one thing, but in the back of my mind I'm always like, there's so many other things that need done, and I feel myself sometimes not giving too much consideration to how long I'm giving things, like if I'm focusing in on a job, sometimes it can take maybe two or three hours where really it should only have been given one.

Kain: Okay.

Karen: Just because I want to get it done, more like a sense of completion before moving onto the next thing. And then I get frustrated later because I'm like, oh, I've spent so long on this when it shouldn't have, it's not as important as these other things that I wanted to get onto.

Kain: Okay, so it would seem to me that there is something not working as effectively as what it could be working in terms of how it is that you prioritise your time.

Karen: Yes, yeah, I feel like...yeah, I don't...I sometimes jump right in and react rather than, I guess, weighing it up and how long should this take, how long...

Kain: So you jump right in and you react, how...in what context?

Karen: I'm reacting...I guess I'm reacting to that feeling of being overwhelmed.

Kain: So you're reacting to the feeling of being overwhelmed, is this by the workload?

Karen: Yeah.

Kain: This is by the workload, okay.

Karen: Knowing that there's other important things I have to get onto, I'm kind of working out of a place of panic rather than peace.



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Kain: Okay, well, that's interesting, so you're working out of a place of panic where you're reacting to the workload rather than a place of peace, so if you're not working from a place of peace, what does that mean?

Karen: It means that I've become a bit more tunnel visioned.

Kain: You've become a little bit tunnel visioned.

Karen: Yeah, in being able to sort of objectively look at what needs done.

Kain: Okay, now, this is just in the context of your work.

Karen: I think it is in other areas as well.

Kain: It might be in other areas as well.

Karen: Yeah.

Kain: If it had to be one or two areas, if there was anything that you could see, what other areas might this be a bit of an issue for you in as well? Is this the tunnel vision-ness, by the way?

Karen: Yeah.

Kain: So the tunnel vision-ness is the problem.

Karen: Yeah.

Kain: Just so that we're both singing off the same song sheet here, this is you perhaps sometimes becoming so focused on the task in hand that you lose perspective for everything else that's going on, so you can end up becoming so engrossed in a project or a task or a job that it comes at the cost of other tasks or jobs.

Karen: And things that are much more important sometimes.

Kain: Things that might be more important, okay. Okay, it does seem like this is something we could definitely look to understand a bit better.

Karen: And in terms of other areas, those other more important things are sometimes people, so I become so engrossed in what I'm doing that I kind of lose sight of especially big priorities like the other people in my life, so it does cross over.

Kain: Okay, so sometimes you'll be so focused on a task or a project, and this will come at the cost of time that you could be spending with an important other in your life.

Karen: Yeah.

Kain: So there is crossover here, isn't there?

Karen: There is crossover, yeah.



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Kain: That's fascinating. I'll tell you just to help me understand this, I'm just wondering, is there any connection, this issue, how does this issue relate to your family upbringing?

Karen: I'm not sure yet.

Kain: Got you thinking. I'm not saying that it definitely does, I just wonder if it connects in any way.

Karen: Well, I see one link.

Kain: One link.

Karen: Like I'm...in terms of how I was in my family growing up, I was very quiet and introverted, I wouldn't speak out too much, and I can see that I still am the same in that respect in that I just tend to think about things on my own rather than maybe speak it out, and oftentimes where I do speak it out, I get a different perspective, like for example, your perspective. I might then think, okay, of course that doesn't need as long as that, just having someone else's input can help me see things a bit differently, but my habit is to just kind of bash on.

Kain: Just to bash on. Is that your...bashing on is like your default mode.

Karen: Yeah.

Kain: Okay.

Karen: So I see the link, but that's kind of how I learned to be in my family, and I'm still behaving the same.

Kain: I'm just wondering where it was that you learned to behave like this. Was it someone else in your past who might have been the same or similar?

Karen: Yeah, there's kind of the culture of the family.

Kain: It's the culture of the family. What's the culture of the family?

Karen: Like my mum's always been quite a busy person, always doing lots of different things.

Kain: What does that come at the cost of?

Karen: It comes at the cost of a good relationship and healthy relationship.

Kain: Good relationship.

Karen: Within the family and outwith as well. So I can see I've learned from her, yeah.

Kain: So when you become so tunnel visioned or focused on a task or a job, what does this come at the cost of?

Karen: It comes at the cost of other more important tasks and sometimes people, and sometimes my own preferences as well, like I don't end up doing the things that I want to do because I've spent too long on things that needed done, but



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didn't need so long.

Kain: Okay. So if nothing was to change, if you were to change nothing at all in the next five years, what could this potentially cost you? In five years from now, what could this cost you, or ten years from now, if nothing was to change?

Karen: If nothing was to change...like in five years' time I would hope to have family and I couldn't really bring this habit into family life, because then the children would miss out on time with me.

Kain: So you couldn't bring this into family life then.

Karen: Well, I wouldn't want to.

Kain: You wouldn't want to bring it in.

Karen: I wouldn't want it to affect the family life, yeah, in the same way that I don't want it to affect life now. If it were still in place in five years then it would come at the cost of relationships with the children.

Kain: I'm just wondering why then you would have that in your life today. I'm wondering what this habit is bringing into your life, because I reckon it would be serving a purpose in some way. It's possibly serving a purpose in some way, but then coming at the cost of something else. We don't have habits for no reason, I'm just wondering what it is that this habit is bringing into your life.

Karen: What's it bringing in?

Kain: If there was a positive intention behind it, I wonder what that would be.

Karen: I do just want to do a good job.

Kain: You want to do a good job.

Karen: Yeah, I just want to get it done and do a good job. But the tunnel vision...

Kain: You become so focused on something that it comes at the cost of other stuff, but when you're focused on this one thing, you're focused on this one thing for what purpose?

Karen: Yeah, just to get a good job done.

Kain: To get a good job done.

Karen: Yeah.

Kain: So it seems to me that the intentions are actually pretty good. You want to do your best, you want to do a good job, which is a good thing, but it's just coming at the cost of other things.

Karen: Yeah, that's true, yeah.



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Kain: So it would seem to me then that the main challenge that we have here is determining how it is that we prioritise our time.

Karen: Yeah, and that's...I think that's probably the area where I fall down. I don't really give too much consideration to that.

Kain: So you don't always give too much consideration to...when you're focused on something, and this something could be anything in any area of your life, when you're focused on doing something, you're focused on doing your best, so you want to get a good job done, you want to do your very, very best, but it comes at the cost of other things.

Karen: Yeah.

Kain: So how is it that you would know when you have gone into this place of being tunnel visioned, how would you know, because I'm guessing we need to be aware we're in this place if we want to choose something else, don't we?

Karen: Yeah.

Kain: We've got to choose something different sometimes.

Karen: How would I know?

Kain: If we want to go to America, we've got to choose to go and buy ourselves some tickets, and we've got to choose to go and jump on a plane, unless of course we live in America, so if we want something else, we've got to figure out how it is that we can choose.

Karen: Yeah. I guess there is always a kind of warning sign.

Kain: A warning sign.

Karen: That I choose to ignore.

Kain: A warning sign that you choose to ignore?

Karen: Like a frustration, like...because when I sit down to do something, I never intend for it to take three hours and think that that's okay, I'm always like, oh my goodness, it's taking another hour, another hour, this is not okay, and I'm feeling the frustration, so rather than give in to that frustration, if you like, I maybe should consider, okay, this is...I'm frustrated for a reason. What needs to change?

Kain: So you could perhaps use your frustrations kind of like a compass, it would seem.

Karen: Yeah.

Kain: Now, I can totally relate to that. When I feel frustrated within myself, it could be anything, if I'm doing something, working, frustrated, I'm frustrated when something's not working the way that I want it to. I get frustrated when something's not working as effectively as what I know it could be. How do you relate to that?

Karen: I get...yeah, frustrated by the same thing.



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Kain: You get frustrated when you can see that things aren't working as effectively as what they could be working for you.

Karen: Yeah, yeah. And I might have a tendency to blame myself, but then there is just times where I'm like, no, something needs to change here, this is not just about me not managing this well. Yeah, I get frustrated when I know it's not working and I can't maybe see what has to change.

Kain: So how is it that you aren't currently responding to frustration that perhaps is leaving this presenting problem as an unresolved issue?

Karen: I reckon coming back to what I was saying before about not talking things out.

Kain: Not talking things out.

Karen: If there's a frustration, then it's there for a reason, and I typically would not talk it out or...

Kain: Is that because that's what your family never done?

Karen: Yeah.

Kain: Just making a little link there.

Karen: Yeah, that's true actually, yeah.

Kain: So your family wouldn't talk things out.

Karen: No.

Kain: Which means that you wouldn't.

Karen: We never had arguments or anything, like it was never...it felt to me like things were quite surface level, superficial.

Kain: I'm guessing sometimes heated discussion can be good for resolving an issue, can't it?

Karen: Yeah, actually yeah.

Kain: I know that I've worked with a lot of people who shy away from arguments and from heated discussions, they see them as bad things, but if you think about it, if you have frustration going on inside of you, then unless it's coming out, then you're most likely not going to understand the frustration.

Karen: No, that's true, yeah.

Kain: That's true.

Karen: Yeah. I guess I see frustration or have seen frustration as a bad thing that doesn't...that should kind of just be suppressed.



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Kain: So you see frustration as a bad thing that should be kept down, suppressed. What would happen if you just let it go the opposite way and just let it come out, would that be okay? I mean, would it actually be okay, would it be okay if you were to let frustration come out? Would it actually be okay for you?

Karen: I think it would be a bit strange, but...

Kain: It would be a bit strange. Why? Would it be a bit strange because it's not historically been okay?

Karen: Yeah, it would just be new to me.

Kain: It would be new to you.

Karen: Yeah.

Kain: I'm just wondering why not letting frustration out, or I'm just wondering why letting frustration out would have been a bad thing for you in the past.

Karen: I think it was just a habit that I adopted.

Kain: It was a habit you adopted. I'm just wondering why it was a...

Karen: Why is was...why.

Kain: Yeah. Why would it not be okay to give voice to frustration?

Karen: To not...thinking back I can see patterns and I chose not to voice frustration because I didn't really want to upset other people or put anything on them.

Kain: So you don't want to upset other people or put things on them, and if you don't give voice to frustration, then you're not going to upset other people.

Karen: Yeah.

Kain: Is that right? So it seems to me that we're just starting to unpack your strategy here just a little bit. This has happened quite fast, hasn't it?

Karen: Yeah, actually, yeah.

Kain: So your strategy is about suppressing frustration. I'm just wondering, remember earlier on we talked about when we become so tunnel visioned, and it comes at the cost of other things, do you remember?

Karen: Yeah.

Kain: I'm just wondering, when we are suppressing frustration and not letting frustration out, what this is coming at the cost of?

Karen: It's coming at the cost of progress.



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Kain: Coming at the cost of progress, and progress is what you like, because when I asked you, and how has your week been, it had been a progressive week, so you like progress, progress is a good thing.

Karen: Yeah.

Kain: Okay, just making some connections here.

Karen: No, you're right, it definitely comes at the cost of progress.

Kain: What else does it come at the cost of? It's perhaps more meaningful than progress. In your relationships.

Karen: It's coming at the cost of connection.

Kain: Comes with a cost, so you not giving voice to frustration is...

Karen: It comes at the cost of connection because if I don't voice my frustrations, then nothing changes. I don't change anything in terms of improving how I manage this workload, and then I never get the time, I never make the time for the...

Kain: You never make the time.

Karen: ...things that I really want.

Kain: Okay. Now, I just want to link back to a conversation we've had earlier in the course, because we've already established that connection is quite important to you.

Karen: Yeah.

Kain: So if now we could just look at the relationship between voicing frustration and connection.

Karen: Okay.

Kain: What's the relationship between the two, voicing frustration and connection? Because if you don't voice your frustration, it seems to me that you can end up focusing on the task in hand for a little bit too long, or longer than what you would like to, and if you focus on a task in hand longer than what you really should be doing, this can come at the cost of other more important things, sometimes your relationships, which can obviously impact connection, just making sure I'm summarising right here.

Karen: No, that's it, exactly, yeah.

Kain: That's totally right, is it?

Karen: Yeah.

Kain: So it seems to me that there is a direct relationship somewhere, it might be a little bit dysfunctional at the moment, but a relationship between voicing frustration and connection.



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Karen: Yeah, there definitely is, just looking at what it is.

Kain: So there's a pretty good chance that you won't know this, by the way, so we'll just have to have a look and see.

Karen: It's tough. I choose not voice frustration.

Kain: You choose not to voice frustration.

Karen: Because that's like I'm trying to protect the connection.

Kain: So you choose not to voice frustration for the purpose of protecting the connection.

Karen: Yeah, like I don't want to put my frustration onto the other person or it's not their responsibility.

Kain: But if you're not voicing your frustration, what are you not being?

Karen: I'm not being real or genuine.

Kain: You're not being real or genuine, and how does that then impact the connection?

Karen: If I'm not being genuine, then...

Kain: Other people know where they stand with you?

Karen: No, that other person won't know where they stand.

Kain: So I'm just wondering now if we've made a bridge, if we've bridged the gap between voicing frustration and connection.

Karen: And connection. Yeah, so...

Kain: We've bridged the gap now.

Karen: Yeah. Not voicing frustration is...yeah, I guess I hadn't really made that link. It's not voicing frustration, it doesn't just come at a cost of connection in terms of the time I'd give to connection, but also the genuineness of the connection.

Kain: The genuineness, the congruence, the realness, the transparency, the authenticity.

Karen: And me just being myself and being completely honest.

Kain: So you're not being yourself and you're not being honest.

Karen: Yeah.

Kain: I'm just wondering why it is that you wouldn't just be yourself and be honest. I wonder what it is you see as holding you back.

Karen: I'm not sure, but I do feel a bit of a barrier in going there, if you like, in voic-



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ing that frustration and just being...

Kain: Going there as in voicing the frustration.

Karen: Voicing the frustration, yeah.

Kain: Is frustration friend or foe?

Karen: Yeah, it's foe.

Kain: It's foe. I'm just wondering if we could just make a connection here that frustration is something that you choose not to listen to, it's something that you suppress, but it actually tells you when something's not working.

Karen: It does, yeah, so it's pretty silly to not listen to it.

Kain: Well, this is it. I mean, would you trust a friend that you had in your life...do you remember the Johari window, you know the Johari window, there's those parts of us, isn't there, there's the parts that we can see, there's parts that other people can see that we can't see, parts that only we see that other people can't see, and there's the parts of us that neither we nor other people can see, but I'm guessing that if we have a friend in our life who is helping us to see parts of us we can't see, that is a friend who can be trusted indeed.

Karen: Yeah.

Kain: So I'm wondering what it is that this voice of frustration is actually telling us.

Karen: It's telling me what needs to change.

Kain: It's telling you what needs to change.

Karen: Yeah.

Kain: And this thing that you need to change, is this something that you can commonly see, or is it something that you haven't yet come to see?

Karen: It's something that I haven't yet come to see.

Kain: Interesting. So we have a little voice within of frustration who's actually a friend who's looking at the parts of us that we can't see, helping us to see the areas that we can make progress in.

Karen: Yeah, that's an interesting way of looking at it, because it's not...it wouldn't be foe then.

Kain: Yeah, frustration wouldn't be foe, frustration would very much be friend.

Karen: Especially because I like progress.

Kain: Because you like progress, and it seems that frustration also likes progress, so you like progress, frustration likes progress, frustration's frustrated because frustration's not making as much progress as what frustration wants to make, so it



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seems that you and frustration actually have a lot in common.

Karen: Yeah.

Kain: Doesn't it?

Karen: It does seem so, yeah.

Kain: So what would happen if we were to bring you and frustration together like that to become one, rather than trying to keep frustration down, if we were just to embrace frustration and be totally okay with it and make frustration friend, how might that change your life and the way in which you connect to other people, and also potentially the amount of time that you commit to certain tasks or projects? How would that change the way that you're doing life?

Karen: On one level I guess being friends with frustration would mean not suppressing it, but wrestling with it to work it out.

Kain: Being friends with frustration, you can wrestle with frustration and work out how it is that you can what?

Karen: Make changes to...

Kain: And if you make changes you will make...

Karen: Progress.

Kain: Progress, so how it is that you can work together with frustration rather than work apart.

Karen: Yeah, rather than trying to get rid of frustration, actually work with frustration.

Kain: Work with frustration.

Karen: Yeah, and then I can only imagine on a relational level, that would be new, allowing myself to be frustrated in someone else's company and choosing to open up about that and talk about it.

Kain: Yeah, that would be you just being real, genuine, congruent.

Karen: Yeah, but then I'll get other people's input, so that's probably going to help me learn faster.

Kain: Get other people's input, other people's perspectives.

Karen: Yeah, and it also means I'm being more real and genuine, so people will probably trust me more because of that.

Kain: And does that then mean that you're not just going to make more progress, but you're also going to be able to connect with other people more effectively?



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Karen: Yeah, yeah.

Kain: So it seems to me that that would actually kill two birds with one stone, because you want more progress, but you also want more connection, just basing on an earlier conversation that we had, if we were just to make a few links here.

Karen: Yeah, no, you're right, yeah, I want progress and more connection.

Kain: So this is true for you.

Karen: Yeah.

Kain: Interesting. Well, it would seem to me that you might have quite a bit to think about between now and the next time we speak.

Karen: I reckon, yeah.

Kain: Is it?

Karen: Yeah.

Kain: What is it that you've come to realise, in your own words, what have you come to realise, I would love to understand how it is that this conversation has made sense to you?

Karen: Yeah. I think the first realisation was that there is a voice that's telling me that I'm frustrated and that's for a valid reason, and then I'm choosing to suppress that, which is actually not serving me at all.

Kain: It's not serving you. Who else isn't it serving?

Karen: The other people in my life.

Kain: So it's not serving you or other people.

Karen: No.

Kain: And why?

Karen: Because it's coming at the cost of more...like a genuine connection, and also the time for connection and doing the things that I and they want.

Kain: Fantastic.

Karen: And I have seen frustration as something that should be suppressed rather than voiced, I guess a normal part of...it's okay to bring it into life, to bring it into conversations rather than just either worry about it on my own or think about it or choose to ignore it, actually just embrace it.

Kain: Embrace it. I'm wondering who it was or if there has been anyone in your life when you were growing up who suggested that being angry or frustrated was bad, is there anyone...where did this idea even come from, that being frustrated or being angry is bad?



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Karen: I think it was more that I've just modelled that from my mum.

Kain: You've modelled that from your mum.

Karen: Because she wasn't ever frustrated or angry or...

Kain: She wasn't ever frustrated or she just never showed it.

Karen: She never showed it, sorry, yeah.

Kain: I don't know, so...

Karen: No, it was never something...like it just wasn't something that was shown in the family, being angry. I can only imagine she must have been angry at times.

Kain: She must have suppressed her anger as well.

Karen: Yeah.

Kain: Knowing what you know of your mum, I'm just wondering how her not giving voice to her frustration has served her and her progress and her connections over the years? Now obviously you'll understand and know where your mum is in life, how has suppressing this frustration and not being real served her?

Karen: I see that she's not got close friends or...

Kain: She doesn't have close friends.

Karen: ...the connections that she would most likely want.

Kain: She'd most likely want.

Karen: She commits time to things she doesn't want to do.

Kain: She says yes and commits her time to doing things that she doesn't really want to do.

Karen: Yeah.

Kain: Is that similar to you when you're committing time to doing certain tasks, you know when the frustration comes up?

Karen: Yeah.

Kain: But you ignore it and then you just keep on...is it similar to that?

Karen: I guess it is similar, yeah.

Kain: It is?

Karen: Yeah. I commit time if it's something that I have to do, not that it's even that unenjoyable or anything, but in relation to the other more important things,



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it's...I would choose not to do it, but I am actually choosing, it's not something I have to do, I'm choosing to do things that I don't want to give so much time to.

Kain: You're choosing...that's interesting, yeah. So it seems that we've actually just gone from having a fine week to actually having identified an area in your life that you could potentially start working on and making changes in right away.

Karen: Yeah.

Kain: This is something that you can actually really take ownership of here.

Karen: I can, yeah.

Kain: So if we were to set a goal between now and the next time we speak, what could this goal be in relation to frustration? What goal was it you could set yourself?

Karen: I reckon that when I hear that voice of frustration that I stop what I'm doing and I...not necessarily stop what I'm doing, but acknowledge it.

Kain: Acknowledge it.

Karen: And at the right time, if appropriate, have a conversation about it.

Kain: Be honest.

Karen: Be honest, and be more proactive in looking for ways to wrestle with frustration than...

Kain: Embrace rather than avoid.

Karen: Yeah.

Kain: And it seems that this is pretty much going to break the pattern of a lifetime for you, so it might be something that we could have a few more discussions about.

Karen: Yeah, I reckon, yeah.

Kain: Okay? So how have you found today's session?

Karen: Quite insightful.

Kain: Quite insightful. By the way, I just want to say, you're the one who's done all the work here. All I've done is ask you questions. So we're going to end the session here.

END OF TRANSCRIPT

